(b) if so, what are the details of articles such as gold, cash and other incriminating documents seized during the raids;

(c) whether Government have since taken any action against Mr. Mani Chhabria in this regard and if so, what are the details thereof; and

(d) what are the names of the companies in which Chhabria group are the leading shareholders?

THE MINISTER OF FINANCE (PROF. MADHU DANDAVATE): (a) to (c) Yes, Sir. The Officers of the Directorate of Revenue Intelligence searched the business and residential premises of Shri M.R. Chhabria and those of the Directors of two companies controlled by Shri M.R. Chhabria namely M/s Orson and M/s Nihon of Bombay in January, 1990. During the course of the searches, nothing incriminating was found from the residential premises of the Chairman and Directors of the above companies. However, some incriminating documents were seized from the office as well as factory premises of M/s Orson and M/s Nihon. Further investigations are still in progress.

(d) The information is being collected from the concerned Ministry and will be laid on the table of the House.

Directive to Commercial Banks for clearing local Cheques

339. SHRI HARVENDRA SINGH HANSPAL: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that many commercial banks in the country are flouting the directives of the RBI in clearing cheques etc.

(b) whether the customer services in banks have become very poor; and

(c) if so, what steps Government have taken to improve the customer services in banks and see that the directives of the RBI are not flouted by banks ?

THE MINISTER OF FINANCE (PROF. MADHU DANDAVATE): (a) to (c) Reserve Bank of India (RBI) have reported that they have not issued any statutory directive to public sector banks for clearing local cheques. However, they have advised the banks which are members of the clearing houses (particularly those at Bombay, Madras, New Delhi and Calcutta) to ensure that all local cheques deposited by their customers for collection are sent for clearing on the same day. Banks are mostly complying with these instructions.

As regards customer service in banks in general is concerned, various steps have been taken by banks to improve the service rendered by them to their customers. These steps include *inter alia* evolution of time norms for rendering common services, speedier clearance and collection of cheques through computerisation of clearing houses and increased use of courier service, extending to individuals the facility of immediate credit of outstation cheques upto Rs. 2500/-, payment of interest at savings bank rate for delayed collection of outstation cheques beyond 10/14 days, etc.

Steps to maintain Country's Foreign Exchange Reserves

340. SHRI HARVENDRA SINGH HANSPAL: Will the